

Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
May 8, 2002

Agenda

- Review of Previous Action Items (Griffin)
- Travel Manager 8.0 (Carter/Clark)
- Support Center Items (Baker)
- April Performance Measures (Griffin)
- WordPerfect 10 Status/Cost (Griffin)
- Budget Status (Griffin)

Action Items

Previous Action Times	Status
Prepare cost estimate for WordPerfect task and determine impact on current Operating Plan schedule. (Ted Griffin)	Complete
Provide CIAG members a copy of the Front Office standard format for reporting on large projects. (Steve Eckstrand)	Ongoing

New Actions from the May 8 Meeting	Assigned To
Provide Travel Manager training schedule to Peggy Burris.	Donald Clark
Determine cause for inability of SC downtown staff to log on locally during the CIO network outage.	Brent Baker
Provide charts to illustrate the trend of available network storage space and total users.	Brent Baker
Report on the possibility of scanning spam or unsolicited- type e-mail from a single address outside the DOE domain to multiple addressees, and deleting messages before delivered	Brent Baker

Travel Manager 8.0 (L. Carter/D. Rice)

Travel Manager will be upgraded to version 8 on May 22, 2002. Training for the new version is scheduled to begin on May 9. A training schedule was provided to the group and will be faxed to Peggy Burris.

Support Center Items (B. Baker)

The Exchange User list was reviewed. The Chief Information Officer (CIO) network failed on Friday, May 3. Office of Science employees located at Forrestal were unable to log on locally. Baker will investigate to determine why this logon inability occurred.

CIAG members requested that Baker provide them updated charts illustrating the trend of available network storage space and total users. In addition, CIAG members would like Baker to report on the possibility of scanning spam or unsolicited- type e-mail from a single address outside the DOE domain to multiple addressees, and deleting messages before delivered

April Performance Measures (T. Griffin)

Ted Griffin reviewed the April performance measures. Customer satisfaction remains at 86 percent and email continues to be operational 100 percent of the time.

WordPerfect 10 Status/Cost (T. Griffin)

Ted Griffin reviewed the costs and implications associated with deploying and supporting WordPerfect 10.0 for the 63 users who requested the upgrade. Given the cost and infrastructure consequences of supporting two word processing packages, CIAG members seriously question the need to purchase this product. This information, along with the costs and implications, will be presented to the Information Management (IM) Board for their review and comment.

Budget Status (T. Griffin)

There has been no word on the budget.

Proposed 5/15/2002 Meeting Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)

Meeting Attendees

Name		Organization	Contact Information
Dilworth–Chair	Greg	SC-14	3-2873
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Burris	Peggy	SC-5	202-586-7265
Buswell	Steve	SC-7	6-9741
Carter	Lionell	SC-622	3-5705
Clark	Donald		
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hiegel	Jane	SC-31	3-5800
Jernigan	Lori	SC-64	3-5212
Murphy	Carolyn	SC-1	6-9776
Stodolsky	Marvin	SC-72	3-4475